

AMENDMENTS TO THE CLAIMS

Pursuant to 37 C.F.R. § 1.121 the following listing of claims will replace all prior versions, and listings, of claims in the application.

1. (Currently Amended) An appliance information transmitting/receiving method for handling information regarding an appliance transmitted/received between said appliance and a displaying unit of a customer and a server of a provider through a network, comprising:

receiving, at the server, identifier information from said appliance through said network, wherein the identifier information specifies the appliance;

information, a menu of provider responses through said network;

said server receiving, from said displaying unit through said network, item information selected from said menu displayed on said displaying unit; and

processing, at the server, said selected item information;

wherein the receiving identifier information step further comprises sending the identifier information by a telecommunications unit, connected to said network and disposed in said appliance, in response to a send instruction for said identifier information, and

wherein the sending a menu step sends a said menu that is structured to have a different content in accordance with said identifier information, and

wherein said send instruction for said identifier information is issued by
activation of an access button disposed on said appliance.

least one of a telephone response request, a repair request, an operation method description request and an another menu display request.

9. (Previously Presented) The appliance information transmitting/receiving method as set forth in claim 1, wherein a plurality of said appliances are disposed and connected to a LAN, and said telecommunications unit of any one of said plurality of appliances is connected to said network.

10. (Currently Amended) An appliance information transmitting/receiving system for handling information regarding an appliance transmitted/received between said appliance and a displaying unit of a customer and a server of a provider through a network, said appliance comprising:

a telecommunications unit which sends identifier information to said server through said network to which said telecommunications unit means is connected;

wherein when said telecommunications unit receives a send instruction for said identifier information specifying said appliance, and when said server receives said identifier information, said server structures a menu of provider responses into a different content in accordance with said identifier information and sends said menu to said displaying unit through said network;

wherein when said server receives item information which is selected by said customer from said menu displayed by said displaying unit, said server performs processing corresponding to said item information, and

wherein said send instruction for said identifier information is issued by activation of an access button disposed on said appliance.

11. (Currently Amended) An appliance information transmitting/receiving system comprising:

an appliance of a customer installed indoors including a telecommunications unit connected to a network; and

a displaying unit of said customer installed indoors;

wherein said telecommunications unit sends identifier information to a server of a provider through the network when said telecommunications unit receives a send instruction for said identifier information specifying said appliance;

wherein said displaying unit displays a menu of provider responses, received from the server through the network,

wherein the menu of provider responses is in accordance with said identifier information, and displays information corresponding to item information selected by said customer from said menu which is displayed, and

wherein said menu received by said displaying unit is structured to have a different content in accordance with said identifier information, and

wherein said send instruction for said identifier information is issued by activation of an access button disposed on said appliance.

12. (Currently Amended) An appliance information transmitting/receiving system, comprising:

a displaying unit and a telecommunication unit disposed within an appliance of a customer, wherein the displaying unit and the telecommunication unit are connected to a network;

a server of a provider for handling information regarding the appliance through the network; and

a customer information database which manages customer information;

wherein said server receives identifier information specifying said appliance from said appliance through said network, and sends a menu of provider responses to the displaying unit, and said server receives from said displaying unit item information selected by said customer from said menu which is displayed by said displaying unit;

wherein, when said server receives said item information selected by said customer, said server performs processing corresponding to said item information, and said identifier information is information which is sent from the telecommunications unit in accordance with a send instruction for said identifier information;

wherein said menu is structured to have a different content in accordance with said identifier information, and

wherein during said processing corresponding to said item information, said customer information database is used in accordance with said item information, and

wherein said send instruction for said identifier information is issued by activation of an access button disposed on said appliance.

13. (Cancelled)

14. (Previously Presented) The appliance information transmitting/receiving system as set forth in claim 11, wherein said send instruction for said identifier information is issued by said appliance specified by said identifier information which is selected from an appliance list which is displayed by said displaying unit.

15. (Previously Presented) The appliance information transmitting/receiving system as set forth in claim 11, wherein said appliance and said displaying unit are structured integral with each other.

16. (Previously Presented) The appliance information transmitting/receiving system as set forth in claim 11, wherein said telecommunications ~~means~~ unit sends information expressing the state of said appliance specified by said identifier information together with said identifier information to said server through said network.

17. (Previously Presented) The appliance information transmitting/receiving system as set forth in claim 12, wherein if said item information received from said displaying unit is regarding an item to request repair work, when said appliance is to be collected and repaired, said server sends a menu of collecting methods to said displaying unit through said network and receives from said displaying unit information regarding a collecting method selected by said customer.

21. (Previously Presented) The appliance information transmitting/receiving system as set forth in claim 11, wherein a plurality of said appliances are disposed and connected to a LAN, and said telecommunications unit of any one of said appliances is connected to said network.